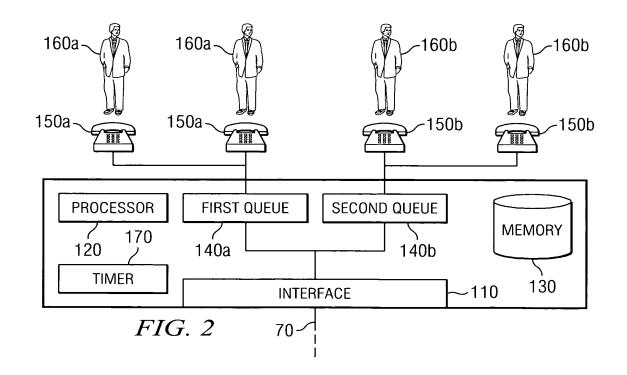
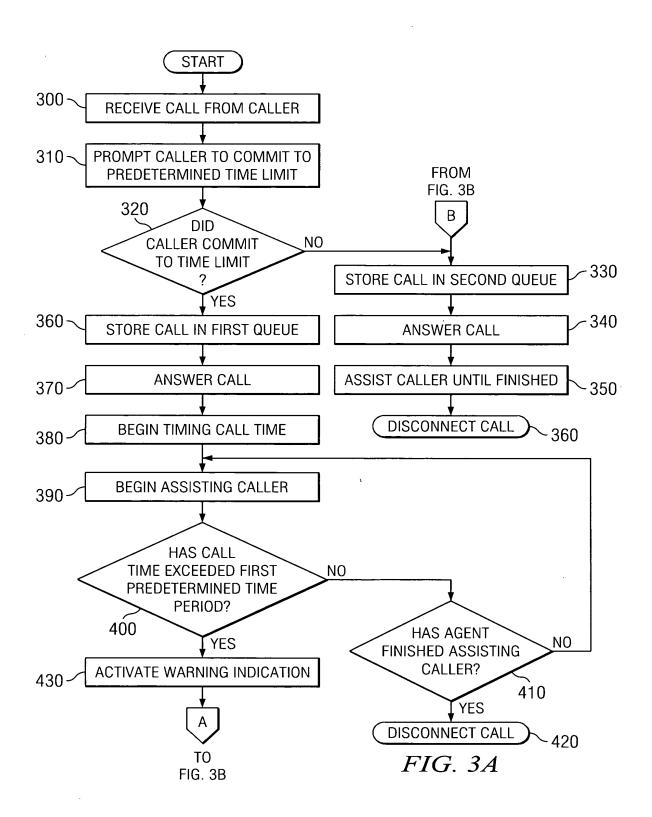
Inventors: Fadi R. Jabbour et al. Filed: February 10, 2004 Sheet 1 of 3 1/3 -30d ACD 10 95 -70 20a WAN 80 70 70 70 60 80 50a 30a **GATEWAY PSTN** 70 70 ACD -70 70-**ACD** 80 70 LAN 30b 20b 40c 95 CAC **ACD** ~90 FIG. 1 30c 95 20c

Method and System for Queuing Calls Based on Call Time Commitment Attorney Docket No. 062891.1211



Method and System for Queuing Calls
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FROM FIG. 3A **CONTINUE** 440 ASSISTING CALLER 450 HAS CALL TIME EXCEEDED SECOND NO PREDETERMINED TIME PERIOD? 460 HAS AGENT YES NO FINISHED ASSISTING 480 CALLER? NO **EXTEND** CALL? YES 470 DISCONNECT CALL YES CONTINUE **ASSISTING CALLER** 490 HAS CALL TIME EXCEEDED THIRD NO PREDETERMINED TIME PERIOD? 500 HAS AGENT YES NO FINISHED ASSISTING CALLER? В 510 YES TO FIG. 3A **DISCONNECT CALL** -520 FIG. 3B